



Quest Nursing Education Center  
2135 Broadway  
Oakland, CA 94612  
P: (510) 452-1444 F: (510) 452-1444  
[www.questnursingschool.com](http://www.questnursingschool.com)



# **QUEST NURSING EDUCATION CENTER SCHOOL CATALOG**

**JANUARY 1<sup>ST</sup>, 2017  
TO  
DECEMBER 31<sup>ST</sup>, 2017**



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*Thank you for your Interest in attending  
Quest Nursing Education Center!*

*As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment.*

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**LOCATION OF ALL CLASSES:**

All classes are held at the institution's address at 2135 Broadway, Oakland, CA 94612

**ABOUT US**

Quest Nursing Education Center is a school based in Oakland CA. It has been offering health care training in the Bay Area since 2008. At Quest Nursing Education Center, we are dedicated to providing the best training program designed to fit your lifestyle, learning habits, and budget. Our diverse student population serves to allow students to build a network of resources. We offer affordable programs created to fit the busy lives and schedules of our students. Our Accelerated programs are unique in that they provide one of the fastest ways to receive quality and affordable training

**MISSION AND PURPOSE**

Quest Nursing Education Center has a mission to serve and facilitate an educational learning center focused on helping and targeting adults who have a desire to excel in the field of medicine and the vocational aspects of nursing. We work to accomplish this mission through vocational training and other strategic programs. Vocational training is specifically provided in the field of Health Care. Health care is a lucrative field that provides awareness of the medical and self-care needs of an individual. It allows adults to extend care and help to those who need it. In addition, they obtain life management skills, enhance their possibility of finding jobs, and increase their opportunity for career advancement.

**OBJECTIVES**

Nursing Assistant (NA) Program Objectives:- Upon successful NA program completion, student will be competent in all NA skills and enhance chances of securing a job as an NA in the health field

Home Health Aide (HHA) Program Objectives: Upon successful HHA program completion, student will be competent in all HHA skills and enhance chances of securing a job as an HHA in the health field

Emergency Medical Technician (EMT) Program Objectives: Upon successful EMT program completion, student will be student will be competent in all NA skills and enhance chances of securing a job as an NA in the health field

Vocational Nursing (VN) Program Objectives: Upon successful VN program completion, student will be competent in all VN skills and enhance chances of securing a job as an VN in the health field

IV therapy/Blood Withdrawal (IV/BW) Program Objectives: Upon successful (IV/BW) program completion, student will be competent in all IV/BW skills



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### **LIST OF COURSES OFFERED:**

Quest Nursing Education Center offers the following programs:

Nursing Assistant  
Vocational Nursing  
Emergency Medical Technician  
Home Health Aide  
IV therapy/Blood Withdrawal

### **APPROVALS and ACCREDITATION:**

Quest Nursing Education Center is a private institution and that it is approved to operate by the Bureau for Private Post-Secondary Education (BPPE). Approval by the BPPE does not imply that the Bureau endorses Quest Nursing Education Center programs, or that Bureau approval means the institution exceeds minimum state standards. There are individual agencies that provide additional regulatory oversight over our programs and are listed as follows.

- CNA/HHA Approved by California Department of Public Health (CDPH) (L&C) (ACTS)
- EMT Program Approved by Alameda County Emergency Medical Services.
- IV Therapy/Blood Withdrawal Approved by California Board of Vocational-Nursing and Psychiatric Technicians (BVNPT)
- LVN Program Approved by California Board of Vocational-Nursing and Psychiatric Technicians (BVNPT)

Quest Nursing Education Center (the institution) or any of its programs is not accredited by an accrediting agency that is recognized by the United States Department of Education.

### **ADDITIONAL INFORMATION:**

This institution does not have a pending petition in bankruptcy, it is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States bankruptcy Code (11U.S.C. Sec.1101 et seq.)



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## **FACILITIES AND EQUIPMENT**

Quest Nursing Education Center consists of two classroom spaces, two skills lab spaces, two administration offices with a reception area, student break room space equipped with a microwave and refrigerator. Each classroom and skills lab are equipped with Tables and chairs, a water dispenser, dry erase boards, TV/DVD player. Classrooms also come with computers with access to the Internet. Skills labs consist of hospital beds, training manikins and patient care equipment required to meet the curriculum objectives of each course. Quest also has a library with books that cover curriculum content for all courses offered. All programs offered by Quest Nursing Education Center have access to this facilities and Equipment.

## **STUDENT SERVICES**

The following services are available for students

- Admission services
- Financial services
- Guidance and counseling services
- Job placement services-see services below
- Library services- see below

## **ADMISSION SERVICES**

Interested applicants inquiring about the institution's programs are sent to the Administrative Office for guidance on the admissions policies and process to meet admission requirements.

## **FINANCIAL SERVICES**

The institution offers payment plans for some courses and the student may visit the administrative office to discuss and establish payment options for their programs.

## **GUIDANCE AND COUNSELING SERVICES**

Counseling and academic guidance services are provided by the administrative staff and faculty at Quest Nursing Education Center. The student may meet with staff to discuss personal concerns or concerns related to their academic coursework. Instructors also provide remediation and plan of action for students who may be struggling with their coursework.

## **PLACEMENT SERVICES**

Quest Nursing Education Center does not guarantee job placement. We offer services in resume preparation assistance, job search, guidance on tips for successful interviewing. We also allow employers at their request to come and present job opportunities to potential students.



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### **LIBRARY AND LEARNING RESOURCES:**

Quest Nursing Education Center has a library with books that cover the curriculum content of every program offered. In addition Quest Nursing Education Center recommends students to use electronic libraries such as [www.overdrive.com](http://www.overdrive.com) and [www.thefreelibrary.com](http://www.thefreelibrary.com) to gain access to more learning articles, journals, and eBooks to support their educational learning goals. Quest Nursing Education Center has computers on-site that students can utilize to access these online libraries. To access the books and in the Quest Library and to use the Computers, the student needs to notify the administrative registrar ( front office staff) to inform them of which library item they need and the item will be provided for them. The library hours are open during the institution's business hours from 8am-4:30pm Monday to Friday.

### **TRANSCRIPT REQUESTS:**

Transcripts are stored and retained permanently at the institution. The student may come in person or request by mail or phone for copies of their transcripts.

### **HOUSING FOR STUDENTS**

Quest Nursing Education Center does not have dormitory facilities under its control. Estimated cost of a one-bedroom apartment in Oakland, CA near the institution is about \$1500.

**Quest Nursing Education Center has no responsibility to find or assist a student in finding housing.**



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## COURSES OFFERED:

### NURSING ASSISTANT PROGRAM

#### Nursing Assistant Program Description/Clock Hours

##### NURSING ASSISTANT PROGRAM

Quest Nursing Education Center is approved by the California Department of Public Health Licensing and Certification program (L&C), Aide and Technician Certification Section (ATCS) Services, to offer a nursing assistant program.

The program is a 4-6 week program designed to prepare individuals to become safe and competent Nursing Assistants and be eligible for certification by the California Department of Public Health as Certified Nursing Assistants (CNA) and to work in a variety of health-care facilities.

The program consists of 100 hours of clinical time and 64 hours of classroom/Lab time. Upon completion of the nursing assistant program, the student will be eligible to take a proficiency examination. After completion of the program, a pass on the proficiency exam, and a cleared background check, certification is granted by the California Department of Public Health Licensing and Certification program (L&C), Aide and Technician Certification Section (ATCS).

#### Admission Requirements

##### Students

- Must be at least 16 years of age
- Must be legally able to work in the United States
- Must have a valid social security card and picture ID
- High School Diploma, GED, or equivalent required, Foreign diplomas accepted if equivalent to U.S
- Speak, Read, and Write English (Evaluation of English proficiency will be required for non-native English speakers)
- Successfully pass a Physical health exam (completed by a physician, physician assistant, or nurse practitioner) and an intradermal PPD skin test for tuberculosis (or chest x-ray as appropriate).
- Successfully pass a Criminal Screening Background Test.
- Pay Tuition.



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## HOME HEALTH AIDE- 40 HOUR PROGRAM

### Home Health Aide Program Description/Clock hours

The program is a 40 hour program designed to prepare qualified individuals who have successfully completed a California Nursing Assistant Certificate course to become safe and competent health care providers. Home health aides help people who are disabled, chronically ill, or cognitively impaired and older adults, who may need assistance, live in their own homes or in residential facilities instead of in health facilities or institutions. The program consists of 20 hours of clinical time and 20 hours of classroom time. Certification is granted by the California Department of Public Health Licensing and Certification program (L&C), Aide and Technician Certification Section (ATCS).

### Admission Requirements

Students must possess

- High School Diploma or GED or equivalent
- Be at least 16 years old
- Have a valid Social Security Number
- Be in good physical and Mental Health ( Verified by a health practitioner via a physical examination and Tuberculosis screening)
- Must get a flu shot during flu season or will be required to wear mask during entire clinical rotation
- Get a criminal background Screening ( Live Scan fingerprint screening)
- Speak, read, and write the English language

\*Student must have successfully completed a California State Nursing Assistant Program or have certification as a Certified Nursing Assistant from the California Department of Public Health.





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## EMERGENCY MEDICAL TECHNICIAN (EMT) Program

### Emergency Medical Technician (EMT) Program Description

Quest Nursing Education Center is approved by the National Registry of Emergency Medical Technicians (NREMT), California Emergency Medical Services Authority (EMSA), and Alameda County Emergency Medical Services to offer an Emergency Medical Technician (EMT) training program. This course is designed to prepare qualified individuals to become safe and competent emergency medical technicians in a variety of healthcare settings and facilities. The program consists of 178 hours of theory and clinical experience led by successful health care practitioners (EMTs, Paramedics, firefighters, etc). Upon successful completion of the course students will be eligible for the National Registry of Emergency Medical Technician Examination. After successful completion of this proficiency examination, certification will be granted by the National Registry of Emergency Medical Technicians. Students will also be eligible to apply for certification in their local county.

### Admission Requirements

Students must possess

- High School Diploma or GED or equivalent
- Be at least 18 years old
- Have a valid Social Security Number
- Be in good physical and Mental Health (Verified by a health practitioner via a physical examination and Tuberculosis screening). The following immunizations are required: MMR Vaccination (Measles Mumps Rubella), TB Test- (Tuberculosis) and the test must be within the past 6 months before the class start date. If known to be PPD positive, must have a negative chest x-ray.
- Pass a criminal background Screening
- Speak, read, and write the English language



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## VOCATIONAL NURSING (LVN) Program

### VOCATIONAL NURSING (LVN) Program (1539 hours)

This course is a 53 week (585 theory and 954 hours clinical) Program designed to qualify individuals to become a licensed vocational nurse (LVN). Licensed vocational nurses (LVNs) work under the direction of a physician or registered nurse, utilizing scientific and technical expertise and manual skills to provide direct patient care to assigned patients. LVNs are able to perform duties which include but are not limited to basic patient assessments, medication administration, wound dressings, vital signs, and additional skills to care for the patient.

Upon completion of the program, graduates receive a Certificate of Completion from the Institution and become eligible to take the licensing examination known as the National Council Licensing Examination for Practical (Vocational) Nurses (NCLEX-PN)

### Admission Requirements

Students must possess

- High School Diploma or GED or equivalent
- Be at least 17 years old by program end date
- Have a valid Social Security Number
- Be in good physical and Mental Health (Verified by a health practitioner via a physical examination and Tuberculosis screening). The following immunizations are required: MMR Vaccination (Measles Mumps Rubella), TB Test- (Tuberculosis) and the test must be within the past 6 months before the class start date. If known to be PPD positive, must have a negative chest x-ray.
- Pass a criminal background Screening
- Speak, read, and write the English language
- Successfully pass a pretest of English reading comprehension and Math skills Test of Adult Basic Education (TABE) (Test 9 &10). A score of 10 is considered passing.
- Interview with a designated School Representative



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## IV THERAPY AND BLOOD WITHDRAWAL PROGRAM

### IV therapy and Blood Withdrawal Course Description

This course is a 36 hour program is designed to provide the individual with the knowledge and skills on how to initiate intravenous therapy and blood withdrawal on an Individual. Upon successful completion of the course certification in IV therapy and Blood Withdrawal is provided by the Board of Vocational Nursing and Psychiatric Technicians (BVNPT)

### Admission Requirements

Students must possess

- High School Diploma or GED or equivalent
- Be at least 18 years old
- Speak, read, and write the English language

prior education, preparation or training required beyond the admission requirements above:

- Must have successfully completed a Vocational Nursing, Registered Nursing Program, Physician assistant program, Medical School, or demonstrate eligibility to attain licensure for a career that includes a scope of initiating Intravenous therapy and blood withdrawal.



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## CHARGES/FEEES FOR PROGRAMS

### **Nursing Assistant Program-**

Schedule of Total Charges for a period of attendance: \$1250

Schedule of estimated total charges or the entire educational program: \$1562

### **Home Health Aide Program-**

Schedule of Total Charges for a period of attendance: \$675

Schedule of estimated total charges or the entire educational program: \$800

### **Emergency Medical Technician Program**

Schedule of Total Charges for a period of attendance: \$2000

Schedule of estimated total charges or the entire educational program: \$2670

### **Vocational Nursing (LVN Program)**

Schedule of Total Charges for a period of attendance: \$25000

Schedule of estimated total charges or the entire educational program: \$26100

### **IV therapy and Blood Withdrawal Program**

Schedule of Total Charges for a period of attendance: \$475

Schedule of estimated total charges or the entire educational program: \$475



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### **ADMISSION POLICIES**

Please review each course listed in this catalog under the courses section for policies regarding admission requirements for each program.

### **ARTICULATION OR TRANSFER AGREEMENT:**

Quest Nursing Education Center has not entered into an articulation or transfer agreement with any other college or university.

### **ACCEPTANCE OF CREDITS EARNED AT OTHER INSTITUTIONS**

Only students enrolling in the Vocational Nursing Program may request acceptance of their credits earned at another institution. This institution does not accept credits earned at other institutions for all other programs. For the Vocational Nursing Students, transfer credit can be given for previous education credits if the course content meets criteria for the course for which credit is being requested. The course must have been taken within the last 5 years. The following courses will be considered.

1. Vocational or practical nursing courses
2. Registered Nursing courses
3. Psychiatric Technician courses
4. Armed services nursing courses
5. Certified Nursing Assistant courses
6. Other courses the school determines are equivalent to courses in the program

The student must fill out the credit request form upon enrollment in the Vocational nursing program. The student must also submit official transcripts from the institution which they are seeking the credit for. The Vocational Nursing director will review the transcript and determine if the course content meets criteria for granting the credit. No payment is required by student for this process.

### **ACCEPTANCE OF CREDITS THROUGH CHALLENGE EXAMINATIONS AND ACHIEVEMENT TESTS.**

Quest Nursing Education Center does not accept credits through challenge examinations and achievement tests.

### **ABILITY TO BENEFIT STUDENTS**

**Ability to Benefit Students are not accepted in this institution**

### **AWARD OF CREDIT FOR PRIOR EXPERIENTIAL LEARNING**

Only students enrolling in the Vocational Nursing Program may request award of credit for prior experiential learning. This institution does not provide this option for all other programs. For the Vocational Nursing Students, credit is granted for knowledge and skills acquired through experience. No payment is required by student for this process. The student must submit a work verification letter from the employer and or supervisor that includes their name, work title, duration of experience, a description of experience gained and skills demonstrated. The institution will review the letter and will then require the student to successfully pass a written and/or practical examinations



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to validate skills acquired during the experience. The Vocational nursing director will then provide the equivalent credit towards the requirement of the Vocational nursing program. If a student does not agree with amount of credit granted, they may write a written appeal to the program director who will review the request and make a final determination.

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Quest Nursing Education Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Quest Nursing Education Center to determine if your certificate will transfer.

### **FOREIGN STUDENTS/ENGLISH PROFICIENCY**

Students must be eligible to study in the United States in order to enroll at Quest Nursing Education Center. Quest Nursing Education Center does not provide any visa services for foreign students. All Quest Nursing Education Center courses are taught in English and Quest Nursing Education Center does not provide English as a Second Language (ESL) instruction. All programs are taught in English. Students must be able to Speak, read, and write the English language at the level of a United States High School Graduate. Students demonstrate this proficiency by furnishing U.S a high school diploma or a California High School Equivalency Certificate (the GED, HiSET and TASC are all approved options to get your California High School Equivalency Certificate). For more information regarding these tests, you may visit the California department of Education website at <http://www.cde.ca.gov/ta/tg/gd/>. Foreign students and students whose native language is not English, must demonstrate English-language proficiency by providing proof of the following

- TOEFL paper test score of at least 400 or TOEFL iBT (Internet Based Test) of at least 65,
- Successful completion of an intermediate ESL course at an accredited institution
- Completion of a high school diploma or GED in the United States
- Completion of a high school diploma or college program in a nation where English is the language for education (Foreign Diplomas must be evaluated by a credentialing agency to be equivalent to that of a US high school diploma)
- Successful completion of a college-level English classes at a U.S accredited institutions.
- Successful completion of an English Proficiency Exam administered by the Institution



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## STANDARDS OF STUDENT ACHIEVEMENT

- In order for students to successfully complete the program they are enrolled in, students must maintain at least a 75% score on all totaled course work graded. Students must also successfully demonstrate all required skills and competencies for the program and students must successfully complete required course hours. Students are evaluated at midpoint during the course and again at the end of the course to ensure that they are meeting these standards of student achievement.

## REQUIREMENT FOR ELIGIBILITY FOR LICENSURE

Quest Nursing Education Center offers programs that are designed to lead to the Vocational Nurse License in the State of California. Students are eligible for licensure when they have met the following requirements.

1. Complete and sign the "Application for Vocational Nurse Licensure."
2. Successful completion of a state approved Vocational Nursing Program OR if utilizing the BVNPT method 3 equivalency method, provide documentation of the equivalent of a minimum of 51 months of paid general duty inpatient bedside nursing experience in a clinical facility (48 months Medical Surgical Nursing, 6 weeks maternity, 6 weeks pediatrics), verification of nursing skills, and completion of a 54-theory-hour pharmacology course.
3. Submit a passport photo
4. Have a cleared background check- Submit the required Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprints. Note: A License will not be issued until the board receives the background information from DOJ.
5. Attach the appropriate nonrefundable fee made payable to the "BVNPT".
6. Successful completion of a written examination titled the National Council Licensing Examination for Practical (Vocational) Nursing (NCLEX) or the National League for Nursing Test Pool Practical Nursing Examination (NLN).



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## FINANCIAL AID

### Federal and State Financial Aid

Quest Nursing Education Center does not participate in federal and state financial aid programs.

### Other forms of Financial Aid

Students may finance their education through Private third-party loans and scholarships. Quest Nursing Education Center will provide the third party with access to the Institutions catalog so that the third party will have information regarding the program and Institution the student will be attending.

## OBTAINING A LOAN TO PAY FOR YOUR EDUCATIONAL PROGRAM

If you are a student obtaining a loan to pay for your educational program, the following statements apply to you:

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

**THIS INSTITUTION DOES NOT EXTEND CREDIT OR LEND MONEY TO AN INDIVIDUAL OR INSTITUTIONAL AND NONINSTITUTIONAL CHARGES FOR AN EDUCATIONAL PROGRAM**

### FORMS OF PAYMENT:

Quest Nursing Education Center accepts credit cards, money orders, and Cashier's checks for payment. Quest Nursing Education Center does not accept personal checks.





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### **Student Tuition Recovery Fund:**

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

"You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program  
OR
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

The current Student Tuition Recovery Fund (STRF) assessment rate is zero (\$0) per \$1,000 of tuition paid.



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### STUDENT'S RIGHT TO CANCEL

The student has a right to cancel and obtain a refund of charges according to the standards set forth by CEC 94920 (b) which states: Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.

### REFUND POLICY

This policy applies to students who withdraw from attending the educational program. A student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn by the institution; It is when a student is unable to continue attendance in the educational program regardless of reason. The refund policy applies as follows:

\*There is no refund for a student who has completed 60% or more of an educational program  
For students who complete less than 60% of an Educational Program, the following applies:

Students will receive a refund of amounts paid to the School in excess of their calculated Cost of Instruction.

[Cost of Instruction = (Cost per clock hour) x number of hours attended.]

Total Course Tuition paid by Student - Cost of Instruction = Refund due

-Once fees become non-refundable, they do not figure into refund calculations

-(Please review the breakdown of charges for the program you are enrolling in to identify the non-refundable fees and associated time-frame and cost per clock hour).

-Tuition Paid on behalf of a student by a third party will be subject to this same refund policy stated here.

-If an institution has collected money from a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation

-In the event the calculated refund amount is less than the student's current unpaid balance, a refund will not be issued. The student remains responsible for the amounts due to the School.

-If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

-Refunds will be issued to the original payer of the tuition.

-Refunds will be made within 45 days of the Determination Date of Withdrawal.

-For students who withdraw prior to attending the program, the determination date of withdrawal will be based on the date withdrawal/cancellation notice is received from the student or the day before the educational program is to start; whichever is earlier. ALL notices to withdraw/cancel must be in writing and can be submitted in person to the admission office or via email at [questnec@gmail.com](mailto:questnec@gmail.com)



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[www.questnursingschool.com](http://www.questnursingschool.com)

## ATTENDANCE POLICIES

Students are expected to attend ALL scheduled classroom and clinical sessions. When a student misses a session, they may not be able to complete the program. Requests for make-up sessions will be considered and such requests will be considered/granted at the discretion of the Program Director. The institution is not obligated to provide make-up sessions or hours. In addition, the following policies apply

1. Students are expected to attend classes and clinical hours for the full scheduled time. If a student is unable to attend class or clinical laboratory, it is the responsibility of the student to notify the instructor and/or appropriate staff immediately.
2. A student is considered to be tardy if they are not present at the beginning of the established class time. Leaving early is also considered to be tardy
3. Three episodes of being tardy is the equivalent of 1 missed day.
4. Students will be dismissed considered absent for the day if they are more than 30 minutes late to the class or clinical session
5. A student may not be absent for more than 2 theory days per term. A student may not miss more than 2 clinical days per term. For courses that are 4 months or less in duration, a student may not miss more than 15% of clinical hours and more than 15% of theory hours. If a student has missed more than the established requirement, they will be considered for expulsion from the program. Students will be required to make up ALL clinical and theory days missed before they can progress to the next term.
6. Make-up clinical hours can include performance evaluation in the skills lab or additional time in the clinical setting. Make-up theory hours can include independent study, additional assignments, written exams, attendance at seminars and research reports. For programs that have a minimum hour completion requirement for certification by an agency, make up time must be hour for hour with an instructor in the same type of setting they were absent from.
7. Exceptions to the attendance policy may be made in the event of emergency occurrences which are beyond the control of the student. Excusable absences include medical and family emergencies. A student may be required to provide documentation of the emergency. The Institution reserves the right to request a medical doctor's statement regarding satisfactory health status following an illness or injury, prior to a student's return.



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### **PROBATION AND DISMISSAL POLICIES**

The school may cancel/terminate the Enrollment Agreement with the student and dismiss the student from the institution if the student violates any of the following:

- Failure to maintain satisfactory progress.
- Failure to comply with the school's attendance policy.
- Failure to comply with the school's student conduct policy.
- Fails to meet all financial obligations to the school.
- Violation of any of the conditions as set forth and agreed to in the Enrollment Agreement.

If a student is at risk of being dismissed for violating the policies listed above, they will be notified in writing that they are on Institutional Probation. The probation notice will identify the circumstances that a dismissal will be warranted moving forward. A student does not necessarily have to receive a probation notice to be terminated. Decision to dismiss the student is decided by the School Administrator.

### **LEAVE OF ABSENCE POLICIES**

Quest Nursing Education Center does not offer leave of absences

### **STUDENT RIGHTS, STUDENT GRIEVANCES, AND COMPLAINTS**

All students have a right to "Due Process" which means that all people must be treated fairly, according to the law and according to the institutional policies.

If a student has a grievance they must first try to resolve the grievance first verbally with the causing party and if that does not resolve the grievance, they can speak to their instructor and then the administrative registrar. If still not resolved, they can write a formal letter via email to the Institution's administrator at [questnec@gmail.com](mailto:questnec@gmail.com).

The administrator will make the final determination of the outcome of the grievance and will notify the student of the outcome within 5 business days. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov)."



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### **RETENTION OF STUDENT RECORDS**

The School retains a student's academic and financial records according to BPPE guidelines. Records are secured at the institution's location at 2135 Broadway, Oakland, CA 94612 in locked fire resistant cabinets and also in a secured electronic database. Quest Nursing Education Center maintains a file for each student who enrolls in the institution whether or not the student completes the educational service. The file contains all of the student's pertinent records. Financial and academic records are maintained in separate files in the same folder. Pertinent records include written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits. Pertinent records are stored for a period of 5 years from the student's date of completion or withdrawal. Transcripts are stored and retained permanently. The student has the right to inspect academic and financial records, by appointment, during regular school hours. The student may also request copies of their records via phone. The school may not release or disclose academic, personal, or financial information without first securing a written release from the student.

### **INFORMATION ABOUT DISTANCE EDUCATIONAL PROGRAM:**

This institution currently does not offer distance educational programs.



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## **INSTITUTION FACULTY:**

### **RACHEL SELLERS LVN**

Licensed Vocational Nurse  
Bachelor of Arts  
California Department of Public Health Director of Staff Development Designation  
3+years of direct patient care in Nursing

### **Stacey Mbanugo Eletu, RN, BSN, MSN**

Registered Nurse  
Bachelor of Science in Nursing  
Bachelor of Science in Nutrition (Physiology and Metabolism)  
Masters of Science in Nursing  
California Department of Public Health Director of Staff Development Designation  
12+ years direct patient care experience in Nursing

### **Tameika Dabney, LVN**

Licensed Vocational Nurse  
California Department of Public Health Director of Staff Development Designation  
11+ years of direct patient care in Nursing

### **Fekerte Bezuavehu, Paramedic**

Emergency Medical Technician  
Paramedic  
Dental Hygienist  
Certified Phlebotomy Technician  
10+ years direct patient care experience in Nursing and Medical Field

### **Jocelyn Fernandez, LVN**

Licensed Vocational Nurse  
Associate of Science in Nursing  
California Department of Public Health Director of Staff Development Designation  
12+ years direct patient care experience in Nursing

### **Lily Salazar, RN, BSN**

Registered Nurse  
Public Health Nurse  
Bachelor of Science in Nursing  
Board of Vocational Nursing and Psychiatric Technician approved Instructor  
9+ years direct patient care experience in Nursing

### **Katherine McGahey, RN, BSN**



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Registered Nurse  
Public Health Nurse  
Bachelor of Science in Nursing  
Board of Vocational Nursing and Psychiatric Technician approved Instructor  
Board of Registered Nursing Approved Instructor  
5+ years direct patient care experience in Nursing

**ERICA HUNT, LVN**

Licensed Vocational Nurse  
4+ years direct patient care experience in Nursing  
Director of Staff Development



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### ADDITIONAL QUESTIONS

"Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, OR P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), Telephone and Fax #'s: Ph: (888) 370-7589 or by fax (916) 263-1897 OR Ph: (916) 431-6959 or by fax (916) 263-1897